

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

GUARDIANSHIP REPRESENTATIVE

POSITION CODE: 17710
Effective: 7-1-00

DISTINGUISHING FEATURES OF WORK:

Under general supervision, independently performs professional staff functions; serves as a representative from the Guardianship and Advocacy Commission to adult individuals whose disabilities hinder day-to-day management of personal affairs; manages the estate/financial matters for individuals; conducts interviews with and provides counseling services to a case load of individuals; ensures provision of informed consents for medical treatment of individuals; performs intake services; coordinates and participates in investigations of alleged rights violations by service providers of persons with physical, mental, developmental and/or legal disabilities.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Coordinates and acts on behalf of eligible disabled adults in day-to-day management of personal and estate matters when appointed as a guardian in court; assists in expediting benefits to entitled eligible adults.
2. Conducts interviews with and provides counseling to a case load of clients who have been referred by the court for management of personal affairs; assures that the care and treatment provided best suit their clients' interests; recommends action such as consent for medical, surgical and hospitalization and all other activities required by the type of guardianship provided.
3. Serves as liaison conferring with various private and public organizations for purposes of developing listings of local treatment resources, providing information on the guardianship program and assisting family members in obtaining legal services to acquire a private guardian.
4. Responds to telephone inquiries from hospital staff and long-term care staff concerning consent requests for emergency medical procedures and hospital admission for individuals; consults with hospital staff and other professional staff about unusual situations affecting individuals.
5. Performs intake services by screening calls for adult guardianship, referring callers to appropriate petitioning services, receiving complaints, questions and requests regarding rights and rights violations of service providers; provides advocacy services to resolve legal or human rights violations; monitors activities of service agencies involved in the care and treatment of individuals to ensure that the client programs are in compliance with the law.

GUARDIANSHIP REPRESENTATIVE (continued)

6. Coordinates investigations of alleged rights violations, in cooperation with authority members; participates in planning strategies for investigations; reviews applicable laws and standards of practice and collects pertinent informational data to determine rights violations; develops and maintains contact with public and/or private service providers, volunteer groups and organizations; represents clients at local, regional or state levels of the administrative process.
7. Writes case correspondence and develops drafts or report findings for the regional authority; works with the authority in formulating recommendations to service providers; arranges visits to state facilities, nursing homes and other service providers as requested by the regional authority; informs complainant of the outcome of the investigation providing further suggestions and/or remedies available.
8. Coordinates monthly Human Rights Authority meetings, provides status of all case activity at the meetings and implements further requests made by the authority.
9. Prepares and maintains case records, activity reports/statistics, court petitions and other required reports and forms; conducts and/or attends workshops, seminars and in-service training to promote Commission programs and professional development; recruits eligible volunteers; answers questions from the news media regarding status of current cases.
10. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of college with coursework in related social science field.

Requires two years of professional experience in a social services area.

Must successfully complete the National Guardianship Foundation-Registered Guardian Course Review and Exam Course and receive certification within the first twelve months of employment.

On Call duties ONLY: Requires working after hours and on weekends.

GUARDIANSHIP REPRESENTATIVE (continued)

Knowledges, Skills and Abilities

Requires possession of an appropriate valid driver's license.

Requires working knowledge of agency goals, objectives, programs and services.

Requires working knowledge of community systems and services in the area to be served.

Requires elementary knowledge of federal and state disability laws and procedures such as the Mental Health Code, Confidentiality Act, Nursing Home Reform Act, Education for Handicapped Children, Rehabilitation Act, Probate Act, Health Care Surrogate Act and Power of Attorney Law.

Requires ability to analyze and evaluate service provisions, define deficiencies, collect data, establish facts, draw conclusions, and interpret policies, rules and regulations and other technical information.

Requires elementary knowledge of the character and relationship between departments of state and other levels of government.

Requires ability to exercise sound judgment in the analysis, appraisal and evaluation of existing and proposed programs.

Requires ability to conduct research, to interpret and apply research findings.

Requires ability to write complete, concise reports.

Requires ability to exercise discretion and judgment in applying and interpreting agency policies and procedures.

Requires ability to develop and maintain support of good functional working relationships with agency personnel, voluntary and professional organizations, county and city governmental agencies, Department of Human Services, and the general public.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a foreign language at a colloquial skill level.